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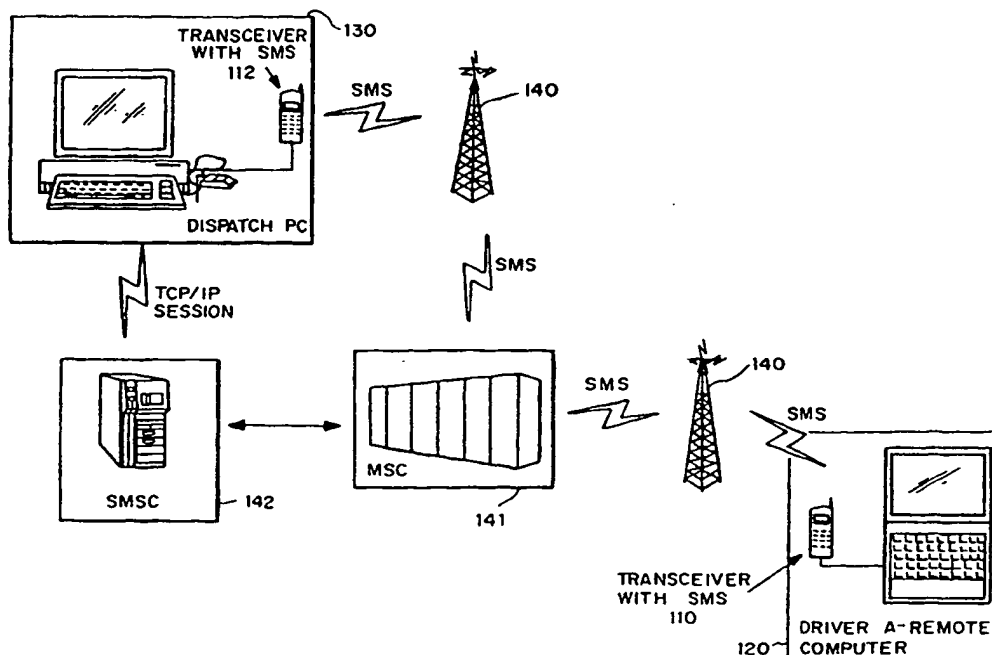
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(54) Title: DISPATCH APPLICATION UTILIZING SHORT MESSAGE SERVICE



(57) Abstract

A dispatch communication and management system and method, preferably based on the SMS function (142) of the GSM specification, allows a dispatcher (130) and a remote service technician (120) to exchange messages in a prescribed format to alternately enter event information into a customer service record.

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INTERNATIONAL SEARCH REPORT

International application No
PCT US99/15137

A. CLASSIFICATION OF SUBJECT MATTER

IPC(6) : H04M 11/00

US CL : 455/466, 379/93.12

According to International Patent Classification (IPC) or to both national classification and IPC

B. FIELDS SEARCHED

Minimum documentation searched (classification system followed by classification symbols)

U.S. : 455/466, 561, 31.3, 556, 557; 379/93.12; 705/8

Documentation searched other than minimum documentation to the extent that such documents are included in the fields searched

Electronic data base consulted during the international search (name of data base and, where practicable, search terms used)

APS

C. DOCUMENTS CONSIDERED TO BE RELEVANT

Category*	Citation of document, with indication, where appropriate, of the relevant passages	Relevant to claim No.
X	US 5,719,918 (SERBETCIOUGLU et al.) 17 February 1998, col 8, line 1 to col 9, line 11 and col 6, lines 31-40.	1-10, 12-16
Y	US 5,737,728 (SISLEY et al.) 07 April 1998, col 5, lines 20-59.	1, 4-6, 8-10, 12-16
Y,P	US 5,797,089 (NGUYEN) 18 August 1998, col 2, line 65 to col 3, line 15.	1-3, 6
Y,P	US 5,878,351 (ALANARA et al.) 02 March 1999, col 2 line 54 to col 3, line 21.	2, 6-8, 10

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